

Network Operations Specialist



Job Code: 1311
Grade: 127
Reports to: Network Manager/Operations
Salary Range: \$46,601 - \$71,426
FLSA Status: Non-Exempt

GENERAL STATEMENT OF DUTIES

Performs responsible technical and systems analytical work in the design, installation, operation, and repair of the City's network servers, voice data communications systems, and network security systems; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this classification works under the direction of a higher level supervisor and is also expected to function at the second tier helpdesk support level in responding to and resolving end user needs within the City's overall Information Systems infrastructure. The employee installs and configures hardware and software, trains City staff in use of PCs and the networks, and administers network resources in accordance with established policies and procedures.

ESSENTIAL FUNCTIONS

Training staff in the operation of network, data processing, communications and related equipment; troubleshooting, repairing, and maintaining network and computer hardware, software, and related equipment; installing and upgrading information systems; preparing and maintaining files and records.

EXAMPLES OF WORK

- Provides end-user support and training in the operation of computers, network systems, telephones, printers, and related peripheral equipment
- Troubleshoots, repairs, and maintains network systems hardware, software, and related network and infrastructure support equipment
- Participates in system administration duties, including security, remote access, maintenance of server's integrity, data backups and restoration, and offsite storage.
- Performs light programming duties.
- Installs and upgrades network and voice communication system hardware and software and related peripheral equipment and systems components.
- Calls technician for services beyond staff capability.
- Maintains service logs on telephone and computer repairs.
- Researches possible hardware and software acquisitions; recommends purchases and upgrades.
- Procures computer related supplies and components for City departments; manages the available pool of loaner information technology equipment.
- Moves and reinstalls equipment
- Performs related tasks as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

In-depth knowledge of the operation, uses, and capabilities of network and voice data communications systems primary and peripheral equipment; thorough knowledge of hardware or software installation, diagnostics and configuration procedures and techniques; some knowledge of general office practices and equipment; thorough knowledge of the operation of personal computers within local and wide area network environments; ability to understand and carry out written and oral instructions; ability to analyze software

programs and program adjustments; ability to establish and maintain effective working relationships with associates.

MINIMUM EDUCATION AND EXPERIENCE

High School graduation, High School Equivalency Diploma, or G.E.D. Certificate, supplemented by vocational/technical certification related to network technology and server administration. Three (3) years of progressively knowledgeable and skilled experience in the installation and configuration of PC's in direct support of local and wide area networks, including networked software, security administration, server administration, and network backup and restoration; or any equivalent combination of education, training, and experience.

WORK CONDITIONS

- Light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects, and some medium work requiring the exertion of up to 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects.
- Work requires stooping, crouching, reaching, lifting, fingering, grasping, and repetitive motions.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word.
- Hearing is required to perceive information at normal spoken word levels.
- Visual acuity is required for visual inspection involving small defects and/or small parts, operation of machines, and observing general surroundings and activities.
- The worker is subject to inside environmental conditions and noise.

This is a class specification and not an individualized job description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification. The list of essential functions/examples of work, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

The City of Gaithersburg is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Gaithersburg provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.